

TRANSFORMING LIVES ➡ EMPOWERING PEOPLE



Annual Report FY21-22



OFFICE OF
RESILIENCE AND
COMMUNITY SERVICES

MESSAGE FROM OUR EXECUTIVE DIRECTOR

On behalf of Louisville Metro Office of Resilience and Community Services (RCS), I am proud to present our Fiscal 2022 Annual Report entitled **“Transforming Lives. Empowering People”**. I dedicate this report to our outstanding RCS employees in honor of the energy and passion they bring to work each day.

RCS has long been focused on empowering the underserved, and helping struggling residents avoid losing their housing. Our work is shifting to address barriers to help families move from crisis assistance to stabilization. And when residents are faced with houselessness, our team works with partners to help them find safety in emergency shelter and then move them back into permanent housing with the needed supports.

This past year we have strengthened our commitment to provide equitable service delivery and data-driven decision-making. In our efforts to build a comprehensive data framework for our agency, our leadership has learned to focus more on transformational approaches that will empower changes in consumers and the social ecosystem.

We are grateful to the Community Action Board members and other volunteers who freely and tirelessly give their time and talents in support of the work we do. Thank you also to our funders, donors and partners for their steadfast support.

As his Mayoral term comes to an end, we give special thanks to Mayor Greg Fischer for his 12 years of supporting and championing the work we do. We also look forward to working with Mayor-Elect Craig Greenberg and his Administration to continue to focus on proactive change and implement the strategies they bring to the table to end homelessness and poverty. Together, we can make it possible for more and more Louisvillians to achieve their goals.



Tameka Laird,
Director of Louisville Metro Office of Resilience and Community Services

WHO WE ARE



Louisville Metro Government Agency

Serving the needs of low-income and vulnerable populations.



Neighborhood Place Partner Agency

Serves as the front door for blended and accessible services.



Community Action Agency

Part of a network of 1,000 community action agencies nationwide.

WHO WE SERVED

*Stats from Fiscal Year 2022

Our mission is to fight poverty and promote compassion, stability, and the empowerment of Louisville residents and communities.

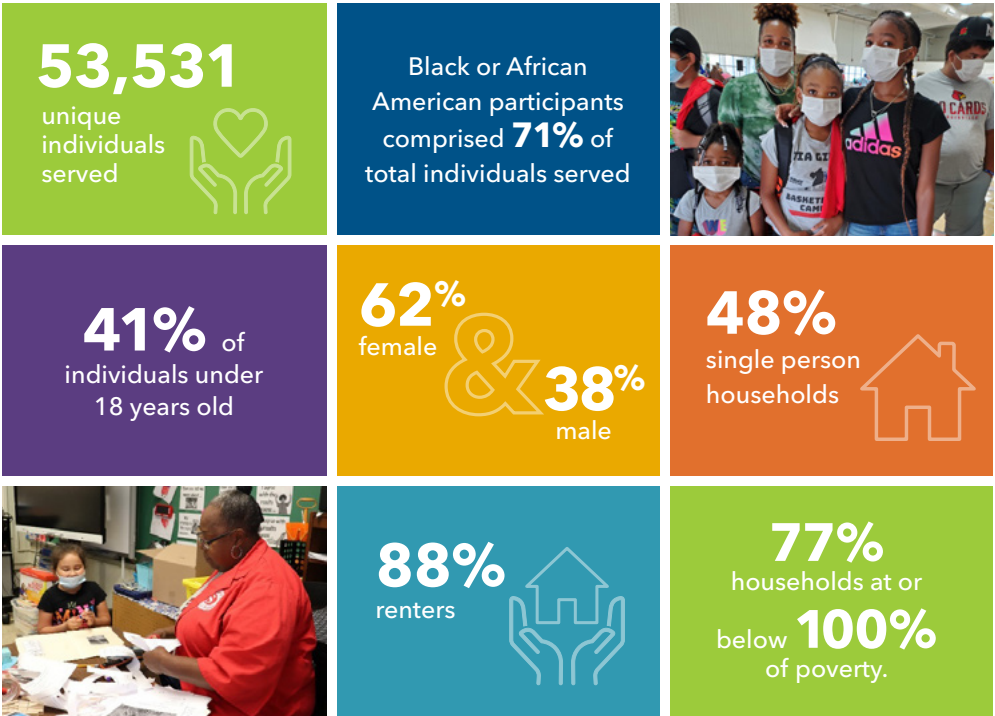


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YEAR IN REVIEW 2021-22

Partnering to better serve our community!



COVID-19 Utility Relief Fund assisted residents with utility arrearages.



Week of Valor events honored veterans and active duty service members.



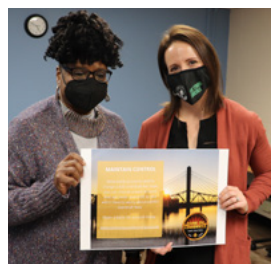
The Hope Village opened to provide temporary, outdoor accommodations and wrap-around services for houseless individuals.



Shawnee Community Center reopened as senior nutrition congregational meal site.



Dr. Susan Buchino named director of RCS's Homeless Services Division.



New Tax Time Connect initiative launched to encourage tax filers to get banked with Bank On Louisville certified accounts.



More than **500,000** diapers donated to the Saint Bernadette Diaper Bank.



Financial Empowerment Center launched, offering financial counseling as a no cost public service.



RCS and Neighborhood Place excited to return to in-person outreach events



Over 750 electric fans distributed to provide heat relief for seniors and individuals with disabilities.



Reopened **Charmoli Center Neighborhood Place** in new space.



\$200,000 donated for supplies for back to school events.



Actively working on the creation of a comprehensive data framework to support and inform agency's goals and data-sharing dashboard to promote community awareness.



Department-wide racial equity training, customer service training and staff development in other areas ensure a more inclusive, equitable workplace and client-centered approach.

BUILDING HOUSEHOLD STABILITY

RCS, along with partners in the Neighborhood Place network, work to help residents achieve household stability and aid in preventing homelessness by providing vital resources that keep families safe and warm, and keep food on the table. As we emerged from the height of the COVID-19 pandemic, this past year brought a renewed energy by our RCS team to provide more intense and integrated services that help families remove barriers of long-term sustainability and self-sufficiency.



Rental Assistance

17,469 individuals avoided eviction through rental assistance and eviction prevention efforts.



Utility Assistance

20,400 potential utility shutoffs prevented through LIHEAP and other utility programs.



Food Assistance

- **150,685** pounds of food distributed by Newburg Dare to Care site.
- **413** Farmer's market vouchers distributed.

**Also see page 12 for Senior Nutrition outcomes*



Case Management

1,839 individuals engaged in case management



Coordination of Care

Over **\$3,265,000** in the city's External Agency Funds (EAF) Social Services grants awarded in FY22 to nonprofit organizations offering programs and services that align with the RCS' mission, strategic goals, and focus areas. These grant programs are funded through the Louisville Metro Government General Fund, and administered by RCS.

HOUSING AND SUPPORT

RCS Housing and Support team works daily to house individuals and families living on the street or in shelter. By using multiple federal Housing and Urban Development (HUD) grants, RCS provides on-going rental assistance and case management services to help clients obtain and maintain safe, affordable housing. Case managers help clients work through unemployment, physical or mental health disabilities, previous criminal or eviction records, and other barrier to permanent housing.

832

Total residents served

343

Number of households served



\$3,685,883

Total federal HUD funds distributed to help keep formerly homeless individuals remain housed



EXPANDING OUR REACH

RCS provides oversight and monitoring to 31 programs that offer rapid re-housing, permanent supportive housing, shelter, payee services, legal services, outreach, case management, and other services through federal CDBG, HOME, ESG, HOPWA and COVID-19 CARES funded programs.

\$7,077,986

Total federal HUD funds awarded to local non-profits that offer services for Louisville's most vulnerable



FISCAL YEAR 2022

EXPANSION OF HOMELESS SERVICES DIVISION

In FY22 - its first full year of operations - RCS' Homeless Services Division (HSD) worked to create a coordinated response among internal and external partners to evolve Louisville's system of care. As a more robust team, HSD has the ability to not only assess and monitor encampments but also increase data collection, educate the community on the realities of homelessness in Louisville, identify and address systemic gaps in services, and increase the impact of street outreach.



HSD works in close collaboration with the Coalition for the Homeless and the Louisville Continuum of Care to bring Louisville homeless services up to best-practice standards and to better meet the unique needs of our city with innovative solutions.

Opening of The Hope Village

In April 2022, Louisville's first Safe Outdoor Space, called "The Hope Village" opened for residents. This pilot project, located at 212 E. College St., provides temporary, secure outdoor accommodations and wrap-around services for up to 53 individuals experiencing homelessness.

Operated by local nonprofit The Hope Buss, The Hope Village is funded by the city's allotment of the federal American Rescue Plan (ARP) funding, part of a multipronged approach to address homelessness and affordable housing. Services and support are offered to The Hope Village residents by more than two dozen non-profit providers and faith communities.

In their first two months of operations, the Hope Village supported more than 70 individuals, all of whom created a personal development plan.



EXPANSION OF LOUISVILLE METRO-FUNDED HOMELESS INITIATIVES

68

individuals received Intensive Mental Health Treatment from the Wellspring ACT Team

92

children in families moved into permanent housing through Volunteers of America

1,872

people served in FY22 by the Homeless Initiatives

\$1.9 Million

Funds allocated to local organizations

In FY22, HSD partnered with 13 community agencies to provide services to fill identified gaps in our homeless system of care. These programs included:

- The Hope Village (Safe Outdoor Space)
- Outreach and Peer Support
- Employment Services
- Encampment Remediation
- Storage Facilities
- Legal Assistance
- Comprehensive Mental Health Care
- Substance use Services
- Low-Barrier Shelter Options
- Shelter Availability Notifications
- Family Transitional Housing

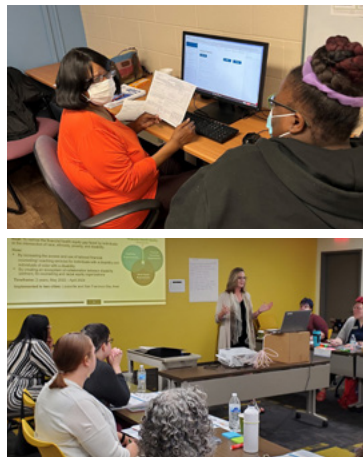
Impact of Street Outreach

Street outreach workers are a vital part of Louisville's homeless services. Sometimes the first face for an individual experiencing homelessness is one of an outreach worker bringing necessary supplies, providing first aid, or assisting to access an emergency shelter bed.

On average, HSD staff make 87 visits to reported encampments per month. The average time between a report of a homeless camp to Louisville Metro311 and HSD's response is less than one day. Additionally, our partners at St. John Center and UP for Women and Children provide outreach to 176 unduplicated people per month.

FINANCIAL EMPOWERMENT

Our RCS Office of Financial Empowerment (OFE) equips residents with the knowledge, skills and access they need to achieve greater financial security. Community-wide strategies include helping thousands of Louisvillians gain critical access to free, professional financial counseling; quality financial education; safe and affordable banking services and products; and connecting to free tax preparation services, via our close partnership with Louisville Asset Building Coalition's (LABC's) VITA (Volunteer Income Tax Assistance) program.



Fiscal Year 2022

6,500+ tax returns, bringing
\$11.2 million
in returns



72 bank accounts opened
at VITA sites through the
Tax Time Connect project;

11 nationally certified
Bank On checking
accounts available



21 financial coaches/counselors
selected for a Financial Health
Equity project to improve the
financial health of persons
with disabilities



53 agencies
engaged in financial
empowerment
certification



Launch of FEC!

After months of planning and engaging partner agencies, in July 2022, OFE launched Louisville's Financial Empowerment Center (FEC) which created financial counseling as a no cost public service. Louisville Urban League serves as the financial counseling provider and **more than 150** residents have initiated engagement over the first 100 days.



CLIENT SUCCESS STORY



Sherry Lanoie is a caring community member, active church member, and valued client with RCS. Our Housing and Support team was first introduced to her more than a decade ago while she was living in an emergency homeless shelter as a single mother with two children. Thanks to the Continuum of Care SPC Louisville TBRA program, Sherry was provided housing search assistance and case management services that led to her entering a stable housing situation and "finding light at the end of dark journey".

As Sherry's confidence continued to grow, she was referred to the AcceLOurate Savings Financial Coaching program, administered by RCS' Office of Financial Empowerment team. Although Sherry lives on a fixed income, she has completely transformed her financial behaviors over time including paying her credit card balance down to zero and twice reaching her \$400 dollar savings goal in 2022.

One of Sherry's biggest achievements was becoming a published author of a book of prayers written to encourage others to never give up no matter what their circumstances are in life. Her book sales were boosted by a Humana Foundation opportunity grant which allowed her to purchase 20 advanced copies to sell at her first book signing event. We look forward to her continued entrepreneurial and financial success.

The SPC Louisville TBRA program is a federally funded housing subsidy program committed to providing permanent supportive housing to disabled homeless individuals and families accompanied by a range of supportive services through partnering sources.

SENIOR NUTRITION PROGRAM

RCS' Senior Nutrition Program provides nutritional lunchtime meals to active senior citizens at Congregate Meal Sites and delivers to homebound seniors through the Meals on Wheels Program, throughout the Louisville Metro area. These programs help to improve the lives of older adults, 60 years or older, by supporting good nutritional health and promoting their independence and well-being.

1,617

Seniors served at
congregate meal sites

1,237

Seniors provided
home-delivered meals



260,921

Total meals served
to seniors

95 volunteers
serving
7,500+
hours



SENIOR VOLUNTEERISM:

Retired Senior Volunteer Program (RSVP)

RSVP matches individuals 55 years and older with volunteer opportunities in their communities based on their personal preferences and talents.

FY22 total volunteers: 232

Total volunteer hours: 37,647



Foster Grandparent Program

The Foster Grandparent Program (FGP) offers men and women, 55 years and older, the opportunity to mentor and assist children by sharing expertise, knowledge, and care on a volunteer basis.

FY22 total volunteers: 107

Total volunteer hours: 82,963

ADVOCACY AND OUTREACH

Office for Veterans (OFV)

OFV responsibilities include coordinating the annual Mayor's Week of Valor and connecting veterans with local resources, with a special focus on veterans experiencing housing instability.

- **17** events featured during the 2021 Week of Valor
- Awarded the 2022 Ambassador's Award from the Kentucky Department of Veteran Affairs



Office of Aging and Disabled Citizens (OADC)

OADC responsibilities include co-sponsoring the annual Fan Fair event, working with TRIAD to address senior safety, and consulting with senior groups, disability groups and services providers to disseminate information.

- Over **750** electric fans distributed to provide heat relief
- Compiled and distributed free Resources Guide for older adults and individuals with disabilities



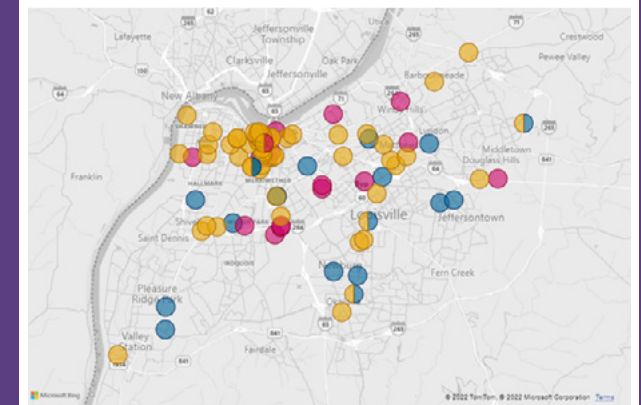
Outreach

RCS Outreach division provides resources and roadmaps to ensure residents have up-to-date program information and accessibility to services.

- Launched new Outreach Portal to track and coordinate community engagement efforts.
- Reached over **10,000** residents through participation in **64** outreach events across neighborhoods, nonprofits, churches, and partner organizations.

Map of RCS & Partner Outreach Events

Type of Event: ● Office for Aging & Disabled Citizens ● Office for Veterans ● Other



FINANCIALS

July 1, 2021 - June 30, 2022

REVENUE

\$40,980,342	US Treasury COVID CARES ERAP
\$17,185,960	Health & Human Services (LIHEAP)
\$14,322,985	General Fund
\$10,055,750	Housing and Urban Development (HUD)
\$6,918,106	American Rescue Plan
\$2,385,765	Health & Family Services (CSBG)
\$595,990	AmeriCorps (FGP/RSVP)
\$469,178	Kentuckiana Regional Planning & Development Agency (KIPDA)
\$236,093	Other Grants
\$3,606	Donations

TOTAL REVENUE: \$93,153,775

EXPENDITURES

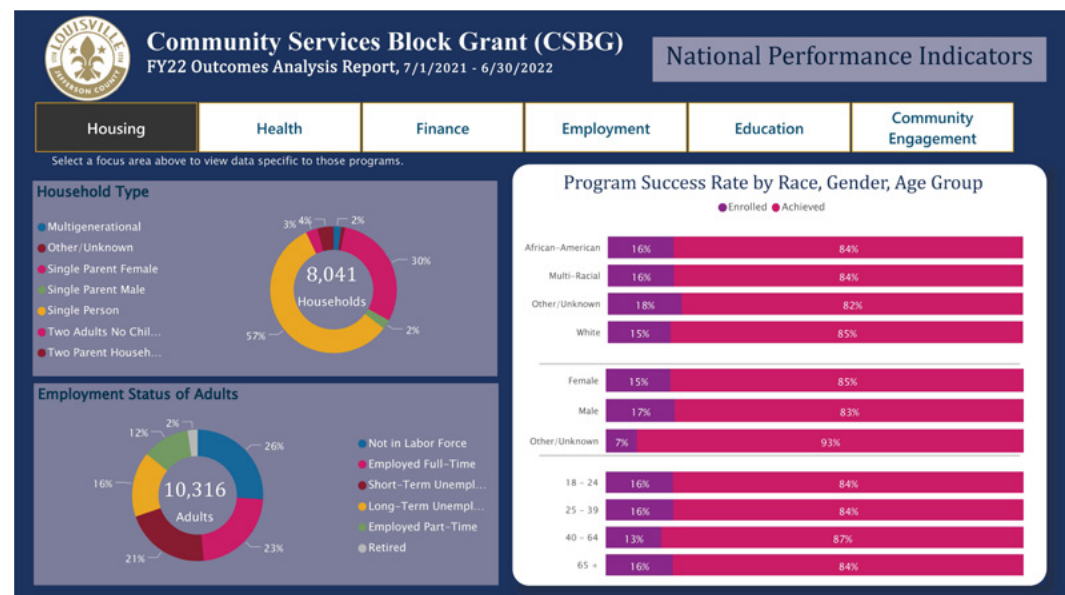
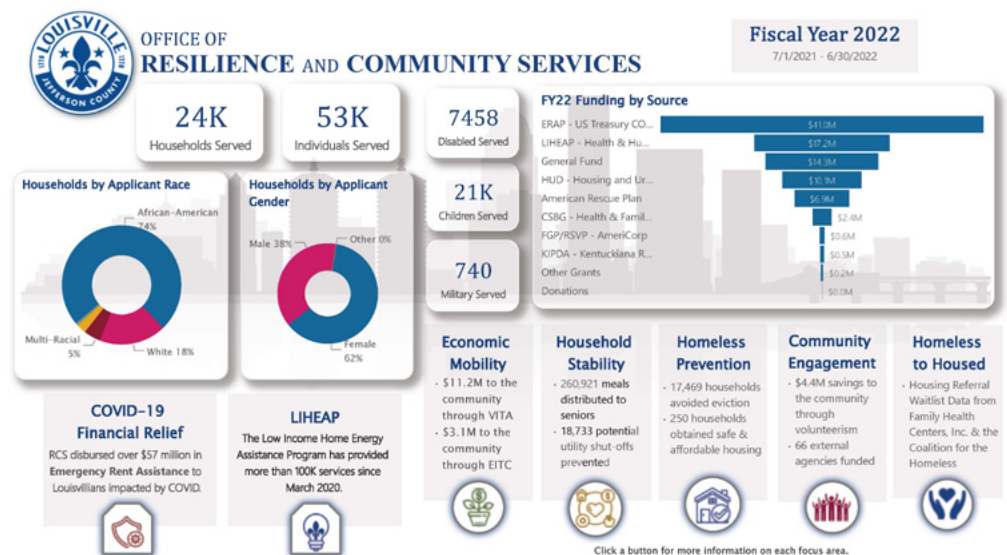
\$62,197,123	Direct Assistance
\$9,401,119	Personnel
\$6,918,106	American Rescue Plan
\$6,843,527	General Fund Grants to Nonprofits
\$5,858,820	Federally Funded Grants to Nonprofits
\$1,630,823	Other Administrative Expenses
\$304,257	Other Contract Services for Clients

TOTAL EXPENDITURES: \$93,153,775

TRANSFORMING LIVES THROUGH DATA

Because of advancements in data governance, our agency is better equipped to provide evidence-based decision-making, evidence-based impact, and improved transparency with our partners and the general public. Through data, RCS is working to build a better community for people to live, work and play.

Watch in 2023 for interactive dashboards, like the samples below, online at louisvilleky.gov/RCS.





OFFICE OF
**RESILIENCE AND
COMMUNITY SERVICES**

Contact Us:

Louisville Metro Office of Resilience and Community Services

Central Office: 701 W. Ormsby Ave., Suite 201
Louisville, KY 40203

(502)574-5050 | www.louisvilleky.gov/RCS

Follow Us:

@LouMetroRCS



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